

**Department of Information Services
Customer Advisory Board
March 30, 1998
Meeting Minutes**

Members present:

Darrel Riffe, CAB Chair, Department of Revenue
Phil Grigg, Department of General Administration
Thomas Bynum, Employment Security Department
Doug Tanabe, Department of Personnel
Dan Parsons, Washington State Patrol
Mary Ellen Bradley, Department of Fish and Wildlife
Tom Neitzel, Health Care Authority
Tom Parma, Department of Financial Institutions
Judy Schneider, Department of Social and Health Services
John Lowden, Community Technical Colleges
Fran Muskopf, Department of Health
Tom Brewer, Department of Licensing
Marla Kentfield, Office of the State Treasurer
Mike Almvig, Association of County and Cities

DIS Staff present:

Todd Sander, Deputy Director, MOSTD
Mike McVicker, Assistant Director, CSD
John Saunders, Year 2000
Carolyn Barkley, Year 2000
Andy Marcelia, MOSTD
Mary Lou Griffith, MOSTD
David Koch, MOSTD
Lourdes Collins, MOSTD
Rich Martin, MOSTD
Dennis Hausman, MOSTD
Diana Corbin, Human Resources

Others present:

Barry Rau, Sterling & Associates
Vipin Singh, Gartner Group
Ida Zodrow, R&G Associates
Joe McGavick, R&G Associates
Miles Ennis, R&G Associates

Call to order: Darrel Riffe, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

CAB Sub-Committee Reports - Darrel Riffe

Human Resources Sub-Committee Report – Doug Tanabe

A handout was provided for proposals to deal with recruitment and retention difficulties.

Architecture Sub-Committee Report – Phil Grigg

Phil stated the sub-committee is looking for feedback from the CAB as to what they should pursue next.

City/Local Government Sub-Committee Report – Dan Parsons

The Intergovernmental Networking Principles were adopted by the CAB and will be forwarded to DIS for further approval.

State Ethics Committee Position Status – Steve Kolodney

Steve stated that the Ethics Board determined that e-mail messages can now be used just like the telephone. It was adopted unanimously that computers can be used like other state resources. He stated that all state employees should be reminded that any state resources are to be used appropriately.

Steve noted that DIS has published a white paper – Extending the State's Investment In Information Technology- and it will be made available to the public. DIS welcomes any feedback from the CAB.

WIN Status – Steve Kolodney

Steve stated that the Kiosks, which were implemented in 1994, has been a very successful project, but is now coming to an end. Access Washington will take over where the Kiosks left off and will be available via the Internet.

Year 2000 – John Saunders, DIS and Barry Rau, Sterling Associates

The results of the risk assessment follow-up were completed in January 1998. Barry provided an overview of the reports that were published on March 19, 1998. Cycle 2 will shift the focus to test planning compliance and contingency management. Copies of the contingency guidelines plan were provided.

Portfolio Management Status update – Todd Sander, DIS and R&G Associates

R&G Associates provided an overview of work completed to date on the Portfolio Management document. Completion date is estimated for June 30, 1998. The document will be made available on the CAB website.

New Business

The next CAB meeting is scheduled for April 27th from 1:30 – 3:30 in the DIS Boardroom.

Diana Corbin from DIS Human Resources department stated that DIS is sponsoring the University of Washington Project Management program again in 1998. This is an eight month program and ten spaces are available for state agencies to utilize. She will be sending an e-mail to the CAB to follow-up with specific information.

Meeting adjourned.